



## **TP Online Learning Center • Instructor Directions/FAQ**

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### **Welcome to TP's Online Learning Center!**

With an approved instructor account, you have *free* and *instant* access to the following:

- **Online Exercises** to accompany TP's core textbooks.
- **Online Assessments** including TP's College Reading Tests.
- **Online Mastery Tests** from TP's popular Reading and Vocabulary Series.
- **Online Supplements** for many of TP's texts and paperbacks.
- **Online Controls** which allows you to assign online tests, manage your class roster, view individual students' scores, and create class score reports.
- **Online Audiobooks** for select Bluford Series novels.

This document contains directions and a list of Frequently Asked Questions. If you still have questions after reading this document, e-mail us at [support@townsendpress.com](mailto:support@townsendpress.com), or call us toll-free at (888) 752-6410. We look forward to hearing from you!

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### **Step One: Creating Your Account**

**Overview:** Here's how to create your account:

1. Go online to **[www.townsendpress.com](http://www.townsendpress.com)**. Then click **Online Learning Center**.
2. Click the **Create an Account** link in the middle of the page.
3. Click **Create an Instructor Account** and follow the on-screen directions.

***Note:** Once you create your account, Townsend Press will confirm your instructor status. When your status is confirmed (usually within 3 business days), your account will be activated, giving you full access to the Learning Center.*

## Step Two: Setting Up Your Account

**Overview:** Here's how to make sure your account settings are correct:

1. Go online to **www.townsendpress.com**. Then click **Online Learning Center**.
2. Click **Log In** and enter the e-mail address and password you used to create your account. Then click **Log In**.
3. Follow any on-screen set-up instructions to configure the Learning Center for your classes. When you are done, click **Finish Setup**.
4. Click **Account Settings** at the top right of the screen. Review that your account information is correct. Click **Edit** to correct any errors.

### **Two Important Notes:**

- The school name(s) listed under **Your School(s)** must be correct in order for students to link to you and share their scores with you.
  - Your **Account Status** must say "Approved Instructor" for students to share their scores with you. If your **Account Status** does not say "Approved" within three business days of when you created your account, call (888) 752-6410 or e-mail *support@townsendpress.com*.
5. If everything is correct, you're done! Your account is ready. **Note:** You can update your account settings at any time by clicking **Account Settings**.
  6. Instruct your students to create accounts and follow the on-screen directions to choose you as their instructor. Once they choose you, they'll be able to complete whatever work you assign and share their scores with you. For more details about steps students must follow, see Frequently Asked Questions on page 11.
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## Step Three: Using Your Account and TP's Learning Center

**Overview:** The Learning Center has eight main links: *Students, Classes, Textbooks, Assignments, Answer Settings, Reports, Supplements, and Audiobooks*. You can:

- Use **Students** to admit students into your classes, view/clear their scores, reset their password or edit their accounts (e-mail addresses, school, etc).
- Use **Classes** to set up or change the names of the classes you teach.
- Use **Textbooks** to select or change the books you use in your classes.
- Use **Assignments** to select which exercises or tests you assign students.
- Use **Answer Settings** to shuffle test items and control answer explanations.
- Use **Reports** to generate detailed score reports for groups of students.
- Use **Supplements** to download teacher supplements.
- Use **Audiobooks** to download MP3 files of select Bluford Series books.

### I. Use the **Students** link to:

#### A. Control How Students Link to Your Classes

1. Click **Students**.
2. Select how students can link to your classes.
  - Click **automatic** in the **link settings** box if you want students to be able to link to your classes at any time and see whatever tests you assign.
  - Click **manual** in the **link settings** box if you want to control which students can join your classes and see your assigned tests. *Use this setting only if you can login frequently to approve students.*

**Note:** these settings can help you prevent students from inappropriately accessing your tests or creating duplicate accounts in your classes.

#### B. Approve Students (*only needed if student link method is set to manual*)

1. Click **Students**. All students who have chosen you as their instructor will appear in the "Pending Students" box.
2. Click **approve** next to the name of each student that you wish to admit into your class. Click on the red X next to the name of each student you do not wish to admit.

***Note:** Approval prevents students from creating false or redundant accounts. It also prevents students from using “extra” accounts to research correct answer choices before taking Mastery Tests and Vocabulary Series Book Tests.*

### **C. View a Student’s Scores**

1. Click **Students**.
2. Use the pull-down menus in the Student Browser to highlight the students, class, and textbook for which you’d like to see scores.

***Note:** If no students are listed, it is because none have joined you. Instruct your students to go online, log in, and select you as their instructor.*

3. Click **View** in the **Scores** column for the student you wish to view.

***Note:** If your book isn’t listed under the **Book** drop menu, you can add it by clicking the **Textbooks** link from the main toolbar and then clicking the title of the book you’re using. If your class isn’t listed under the **Class** drop menu, you can add it by clicking the **Classes** link from the main toolbar and following the directions to add a class. If **View** button isn’t listed next to the student’s name, he or she has not completed items for the chosen book*

### **D. Drop a Student**

1. Click **Students**.
2. Use the pull-down menus in the Student Browser to find the student you wish to drop.
3. Click the check box for each student you wish to drop.

***Note:** You can select an entire group of students by clicking **ALL**.*

4. Click the **Choose an action** pull-down menu and select **Drop Students**.

***Note:** Dropped students will no longer be listed under **Students**. If you mistakenly drop a student, instruct him or her to log in and reselect you as his or her instructor.*

### **E. Assign a Student to a Class**

1. Click **Students**.
2. Click **Select a Class** for the student and choose the correct class.

***Note:** If one of your class/course titles isn’t listed, you can add it by clicking the **Classes** link from the main toolbar and creating it.*

## F. Sort Students

1. Click **Students**.
2. Use the pull-down menus in the Student Browser to highlight the students and/or class you'd like to sort.
3. Click the name of the column you wish to use to sort students. For example, if you wish to sort by last name, click the words **Last Name** at the top of the column. If you wish to sort by course or class name, click **Class Name**.

***Note:** An arrow will appear in a column when records have been sorted. If the arrow points down, records are in alphabetical order from A to Z. If the arrow points up, the order is reversed. Click the arrow to change the way records are sorted.*

## G. File Students

1. Click **Students**.
2. Use the pull-down menus in the Student Browser to highlight the students and/or class you'd like to file.
3. Click the check box for each student you wish to file.

***Note:** You can select an entire group of students by clicking **ALL**.*

4. Click the **Choose an action** pull-down menu and select **File Students**.

***Note:** Filed students retain their scores and their connection to your account. They will not be listed under **Active Students**, but will remain in your records for archiving purposes. If you mistakenly file a student, you can restore him or her by clicking **Retrieve Students** from the **Choose an action** pull-down menu.*

## H. Delete Scores

1. Click **Students**.
2. Use the pull-down menus in the Student Browser, to highlight the students, class and the textbook you wish to clear.
3. Click the check box for each student you wish to clear.

***Note:** You can select an entire group of students by clicking **ALL**.*

4. Click the **Choose an action** pull-down menu and select **Delete Scores**.

***Note:** Deleting scores **permanently erases** all scores for the chosen students. Make sure you have selected the correct records before you select this option.*

## **I. Edit Students' Accounts (Reset Passwords or Correct E-mail Errors)**

1. Click **Students**.
2. Use the pull-down menus in the Student Browser to find the student you wish to drop.
3. Click **edit** for the student you wish to edit.
4. Enter necessary changes and click **Save**.

***Note:** Be sure to alert students if you change the password or e-mail address required to log in to the Learning Center.*

## **II. Use the Classes link to:**

### **A. Create a Class/Course**

1. Click **Classes**.
2. Click **Add New**.
3. Type the name of a class you teach.
3. Click **Save**. Your class will now appear in the **Class Name** box. You can now add students to the class by following the directions in Step D above.

***Note:** Assigning class names will make it easier for you to generate score reports for large groups of students (see Section VI). There is no limit to the number of classes you create. If you teach two courses of the same name, you may choose to label them by section number or class time—whatever makes most sense to you.*

### **B. Drop a Class/Course**

1. Click **Classes**.
2. Click the red "X" for the class/course you wish to drop.
3. Click **OK**. The class will disappear from the **Class Name** box.

***Note:** Dropping a class does not delete your students. It deletes only the name of the class to which they were assigned. Student whose class was deleted will still appear when you click **Students**. Their class name, however, will be blank.*

### III. Use the **Textbooks** link to:

#### A. Select the Book(s) You Use

1. Click **Textbooks**.
2. Click the title(s) of the book(s) you wish to use. A checkmark will appear in the box next to the book's title. You may click the title again to "uncheck" the book.

***Note:** You must "check" a book in order for students to be able to access and complete online activities for that book.*

### IV. Use the **Assignments** link to:

#### A. Assign Textbook Exercises and Tests

1. Click **Assignments**.
2. Click the **Textbook** menu and choose the book you wish to assign.

***Note:** If a book is not listed, you must enable it. Follow the directions in section III.*

3. Click the **Enable** menu and choose the exercises or tests you wish to assign.
4. Repeat steps 1-2 above for each textbook you use in class.

***Note:** You must select assignments for each book you want students to complete in the Online Learning Center. If you do not select assignments, students will be unable to complete their work. A red box will appear at the top of the Assignments page listing any books for which you have not selected assignments.*

#### **About the Online Tests for the Ten Steps Series**

- **Online Mastery Tests** are based on those in the textbook. *Do not activate them if you assign mastery tests in the book.*
- **Alternate Mastery Tests** are based on those in the Instructor's Manual / Test Bank. *Do not activate them if you assign tests from the Instructor's Manual / Test bank in class.*
- *Mastery Tests and Alternate Mastery Tests—unlike Online Exercises—can only be taken once.* Students do not have the option to retake them unless an instructor deletes the old scores (see section H on page 5 to delete scores). Warn students to be careful when taking these tests!

### **About the Online Tests for *Vocabulary Series***

- **Sentence Check 2 and Final Check** are based on material in the books. *Do not activate them if you want students to complete the activities in the book.*
- **Online Tests 1 and 2** are unique to the OLC and will not be a repeat of items covered in the books.
- *Sentence Check 2, Final Check, and Online Tests 1 & 2—unlike the Online Exercises—can only be completed once.* Students do not have the option to retake them unless an instructor deletes the old scores (see section H on page 5 to delete scores). Warn students to be careful when taking these tests!

### **B. Assign College Reading Tests or the Vocabulary Placement Test**

1. Click **Assignments**.
2. Click the test(s) you wish to assign.

## **V. Use the Item Settings link to:**

### **A. Shuffle the Order of Test Items**

1. Click **Item Settings**.
2. Click the box under “Shuffle test questions.”

**Note:** Shuffling items will randomly shift the sequence of test items, making it more difficult for students to share answers.

### **An Important Note About Shuffling**

- Shuffling is supported for all Mastery Tests and Alternate Mastery Tests in the *Reading Series* as well as book-based tests and the two Online Tests for the core books in the *Vocabulary Series*. Shuffling is also supported for both editions of the College Reading Test and the Vocabulary Placement Test.

### **B. Show or Hide Answer Explanations**

1. Click **Item Settings**.
2. Click the box(es) to select which answer explanations will be given to students.

**Note:** The Learning Center’s default setting is to show answer explanations for exercises but hide them for tests.



### **An Important Note About Answer Explanations**

- Answer explanations are instructional and reveal to students the correct answer of each item after it is completed. Depending on your use of the Learning Center, you may choose to conceal the explanations to ensure testing credibility.
- Answer explanations are not provided for the College Reading Tests and the Vocabulary Placement Test.

## **VI. Use the Reports link to:**

### **A. Create Score Reports for Your Classes**

1. Click **Reports**.
2. Click the name of the class for which you would like to see scores.

***Note:** If you wish the report to include all your active students, click **All Active Students**.*

3. Click the title of the textbook or assessment for which you would like to see scores.
4. Check the box next to each exercise or test you'd like to include in your report.

***Note:** Tests and exercises that appear grayed have not been completed by the selected students.*

5. Click **Create Report**. The OLC will generate a report containing the parameters you selected.

***About printing reports:** Selecting more than 12 assignments can cause printouts to format awkwardly and extend to multiple pages. Switching your printer to landscape mode and limiting each report to fewer than 12 assignments will provide the best output.*

## **VII. Use the Supplements link to:**

### **A. Download Teacher Materials**

1. Click **Supplements**.
2. Click the title you wish to download. It will immediately download onto your computer.

*Note: if you have questions concerning Moodle or BlackBoard cartridges, e-mail them to us at [support@townsendpress.com](mailto:support@townsendpress.com) or call us toll free at (888) 752-6410.*

## **VIII. Use the Audiobooks link to:**

### **A. Download Bluford Series audiobooks**

1. Click **Audiobooks**.
2. Click the title you wish to download.
3. Select the file format you wish to download.

***Note:** Titles listed in red are available for immediate downloading. Titles in grey are still in development. Check the **Audiobooks** page periodically to see if additional titles have become available.*

## Frequently Asked Questions

**Overview:** Below is a brief list of common questions followed by answers.

1. **Question:** What do students have to do to share their scores with me?

**Answer:** Students must create student accounts and select you as their instructor. If they have not created student accounts, tell them to:

1. Go to **www.townsendpress.com** and click **Online Learning Center**.
2. Click **Create an Account** and follow the on screen directions. During the account creation process, students will be asked to select their school. When they do, they will see a list of instructors at their school. Your name should be on the list.

2. **Question:** What if my students created accounts and didn't see me listed at our school?

**Answer:** There are two possible reasons for this.

- *Reason 1:* Your account may not have been created or approved when your students created their accounts. Log in and click **Account Settings** and make sure your account status says "Approved." (If not, go to Question 3.) If it's approved, your students can now join you. Tell them to:
  1. Log in and click **Account Settings**.
  2. Click the **Edit** box next to the words "Instructors Allowed to See Your Scores."
  3. Then click the box next to the word "Instructor" and select your name. That's it.
- *Reason 2:* You (or your students) may not be listed under the same school. Check the school(s) you and your students have chosen. Here's how:
  1. Login and click **Account Settings**.
  2. Check the schools listed under **Your Schools**. Have your students do the same thing.
  3. If your schools are not the same, click **Edit** next to **Your School(s)** and choose the correct school. Once your schools are the same, your students can join you.
  4. Instruct your students to join you using the steps outlined in *Reason 1* (above).

3. **Question:** What if my account is not approved?

**Answer:** Because the advanced features of the Learning Center are for instructors only, TP requires each instructor account to be verified and approved. This process can take up to three business days. During this three-day period, your account status will say “Pending” and you will not have access to the advanced features of the site. You can check your account status at any time by logging in and clicking **Account Settings**.

If your account has not been approved after three business days, e-mail [support@townsendpress.com](mailto:support@townsendpress.com) or call (888) 752–6410. As soon as your account is approved, students will be able to join you.

4. **Question:** Can students complete online exercises even if my account is not yet approved?

**Answer:** Yes! Students can work on the online exercises at any time—independent of you or any instructor. The only items they will be unable to complete are the online mastery tests. If you are having an account problem, this should not affect your students. Once your account is approved and students join you, you will be able to see all the activities they have completed to date.

5. **Question:** Why do I see no students when I click **Students**?

**Answer:** There are three possible answers.

- *Reason 1:* Your students have not yet created their accounts. Have them do so immediately (see answer to Question 1).
- *Reason 2:* Your students did not (or could not) select you as their instructor when they created their account. If your account is approved, they will be able to join you. Have them follow the directions in the first answer to Question 2.
- *Reason 3:* You or your students have not selected the same school. Make sure both you and your students chose the same school when you created your accounts. If you or your student mistakenly chose the wrong school, follow the steps in the second answer to Question 2 to fix the problem.

6. **Question:** When I go to check my students' scores, it appears they haven't completed anything, but they tell me they have. What's the problem?

**Answer:** There are two possible answers.

- *Reason 1:* You may be looking at scores for the wrong book. Make sure you have chosen the correct title from the **Book** menu on the "Students" page. Also check with your students to make sure they completed exercises from the correct book.
- *Reason 2:* Your students may have accidentally completed items without logging in to their accounts. The Learning Center allows people without accounts to access the online exercises (*not* the mastery tests), but it will not save scores for users who do so. Instruct all your students to log in before completing any exercises. Once they log in, all their scores will be saved.

7. **Question:** Can I use the Online Exercises if I teach at more than one school/college?

**Answer:** Yes. As long as you have an approved instructor account, you can be listed at multiple schools. To add additional school listings, log in and click **Account Settings**. Then click **Edit** next to the **Your Schools** section of your account settings page. You will then have the option of adding other schools. You can also use this feature if you need to change or delete your school.

8. **Question:** What do I do with my students' records at the end of the semester?

**Answer:** That's up to you! You may file them, which will remove them from your list of Active Students but allow you to access their scores for three years. See direction to "File Students" on page 6. Or you may drop them. See directions to "Drop a Student" on page 4.

9. **Question:** What do I do if my students already have scores when they join my class?

**Answer:** Students who repeat a particular course may arrive in your class with scores from a previous semester. Our staff can erase or "clear" all old scores from a student's record. Simply call or e-mail us, and we'll reset your student's scores for you. Alternately, you can clear students' scores directly from your teacher account. See steps to "Delete Scores" on page 6.

**Note: Erasing scores is permanent.** Use this feature carefully to be sure you don't accidentally erase current scores or scores from other active courses. To determine whether scores are "old" or from a prior class, click **Students** and then click "scores" next to a student's name. You will see a date next to each score, telling you exactly when the exercise was completed. Starting in spring 2010, Townsend Press plans to delete

student records that are more than three years old. If such a practice would cause a problem for you or your students, let us know.

10. **Question:** My students don't have e-mail addresses. Can they still use the Online Learning Center?

**Answer:** Yes, but they will not have access to the site's advanced features. Students without e-mail addresses can complete the online exercises but will not be able to save/share their scores, join your class, or access online Mastery Tests or Assessments. We encourage you to have students get free e-mail accounts through your school or from one of the many popular companies that offer them. (At the moment, free e-mail accounts are available online at [www.hotmail.com](http://www.hotmail.com), [www.yahoo.com](http://www.yahoo.com), and [www.gmail.com](http://www.gmail.com).) Once your students create their e-mail accounts, they can create accounts through our Learning Center by following the answer to Question 1 above.

11. **Question:** When I go to view my students' scores and make score reports, the website will not allow me to choose the book I am using in class. Why?

**Answer:** Books must be activated in order for you to view students' scores or generate reports. To activate a book, follow the directions in Section III on page 7.

12. **Question:** When I create a class report, some of my students are excluded. Why?

**Answer:** A class report will only include scores for students you have assigned to a class. Students who have not been assigned to a class will not appear in a class report. To make sure class reports are complete, you must assign students to the appropriate class. See item D in Section I on page 4 for directions on how to assign students.

13. **Question:** If my students forget their password, how do they get a new one?

**Answer:** There are three ways for students to get a new password:

- **Method 1: By e-mail.** To get a password via e-mail, have students go to the login page (<http://www.townsendpress.net/login.php>) and click the link that says "forgot password." Within 5 minutes, they should receive an e-mail supplying them with a new password.
- **Method 2: By phone.** You or your student can call us toll-free at (888) 752-6410 and request a new password. In most cases, your request will be processed within minutes.

- **Method 3: From their instructor.** Using your instructor account, you can issue your student a new password. See “Edit Students’ Accounts” on page 6.

**14. Question:** I clicked to get a password, but no e-mail from Townsend Press arrived. Why?

**Answer:** Your school’s network or your e-mail spam filter is blocking the new password from getting to you. Check your spam filter to see if it contains the password e-mail from Townsend Press. If not, call 888-752-6410 to get a password over the phone.

**15. Question:** When I try to login, I enter my e-mail address and password as instructed, but it doesn’t work. Instead, I keep getting taken back to the login page. Why?

**Answer:** There are three reasons this problem occurs.

- **Reason 1:** Your browser (the program you use to surf the internet) is not accepting “Cookies.” Cookies are bits of code that allow our server to track progress through the Learning Center. Your browser must be set to accept cookies in order for the Learning Center to function properly. Talk to your network administrator or search under your browser’s help menu for information on how to accept cookies.
- **Reason 2:** You are accessing the Learning Center from a computer that has restrictive settings. In an attempt at protecting users from malicious online traffic, some computers and computer labs use software that blocks information from being exchanged. You could instead access the site from a home computer or one outside the network. Or have your system administrator remove those restrictive settings for the Townsend Press website.
- **Reason 3:** A pop-up block is interfering with login. Pop-up blocking needs to be disabled while in the Online Learning Center. Search under your browser’s Help menu for information on turning off the pop-up block.